

**EXHIBIT 4**  
**Consumer Assessment of Health Plans (CAHPS™)**  
**Commercial Survey Data**

Each Contractor with HCA for 2011 will provide to HCA a set of data from its 2011 commercial CAHPS™ surveys.

The Contractor agrees to:

1. Conduct a CAHPS™ survey of their adult commercial members in managed care products in which HCA members are enrolled (PEBB and/or BH). HCA members will be eligible to participate in the survey.
2. Ensure the survey sample frame consists of all non-Medicare and non-Medicaid adult plan members (not just subscribers) over the age of 18 with Washington State addresses. The sample frame for this survey shall exclude BH Plus and S-Medical (maternity benefits program) members since they are covered under the Medicaid program.
3. Contract with an NCQA certified vendor qualified to administer the CAHPS™ survey and conduct the survey according to NCQA protocol.
4. Use the most recent HEDIS version of the commercial adult questionnaire or as instructed by NCQA for 2011 CAHPS™ surveys.
5. Contractor shall submit a copy of its final commercial CAHPS™ report to HCA at [hcabhprocurement@hca.wa.gov](mailto:hcabhprocurement@hca.wa.gov) no later than August 30, 2011.